Redmine - Feature #22657

RFE: Add option to display the Watchers list in all email notifications

2016-04-28 06:37 - Deoren Moor

Status:	New		**Start date:**	
Priority:	Normal		**Due date:**	
Assignee:			**% Done:**	0%
Category:	Email notifications		**Estimated time:**	0.00 hour
Target version:				
Resolution:				

Description

For our installations, our users appreciate having the **Blind carbon copy recipients (bcc)** option unchecked so they can see who is participating on a ticket. The downside is that our users have so many years using the Reply-All feature that it often results in duplicate notifications and sometimes encourages off-ticket discussions that don't make their way back.

As a workaround, it would be useful to enable the BCC option, but also display in the email notifications somewhere who is a member of the Watcher's list. This would allow just replying to once source (the emission address) while still knowing who is included on the conversation.

Thank you for your consideration.

History

#1 - 2016-05-27 08:10 - Toshi MARUYAMA

Deoren Moor wrote:

> As a workaround, it would be useful to enable the BCC option, but also display in the email notifications somewhere who is a member of the Watcher's list.

Do you mean "somewhere" is mail body?

#2 - 2016-05-27 15:07 - Deoren Moor

Toshi MARUYAMA wrote:

> Deoren Moor wrote:
>
> > As a workaround, it would be useful to enable the BCC option, but also display in the email notifications somewhere who is a member of the Watcher's list.
>
> Do you mean "somewhere" is mail body?

Yes, sorry I wasn't more clear.